

CPD Organizational Values and Culture

ORGANIZATIONAL VALUES

Quality

The CPD provides high quality programs and services to our members, the SUNY Community, and external customers. We take pride in being reliable, being a quality service provider, and doing our very best 100% of the time.

Professional Development

The CPD places strong emphasis on the importance of both personal and professional development as a competitive advantage for SUNY. We take a comprehensive approach to training and professional development and seek to promote opportunities for continuous growth and learning across the SUNY system.

Effective Communication

The CPD proactively communicates our mission, goals, values, programs, and services to all of stakeholders and effectively listens to our customers and stakeholders needs and feedback. We work to ensure understanding on our part and on the part of those with whom we communicate. We communicate our core values by demonstrating them through our daily interactions and decisions with others.

Integrity

The CPD is an organization that values integrity and accountability. We are accurate and truthful in our communications with others. We pledge to deliver what we promise and promise only what we can deliver by being honest and trustworthy in our interactions. We feel a shared sense of responsibility in our commitment to carrying out our vision, mission and goals.

Respect

The CPD is an organization that demonstrates respect for all members of our community.

Collaboration

The CPD embraces collaboration, teamwork, and shared-decision making in all elements of our interactions with each other, the SUNY community, and external organizations.

Work/Life Balance

The CPD supports the needs of a flexible work environment that fosters a physically, emotionally, and mentally healthy community of employees.

Customer Service

The CPD is dedicated to excellence in customer service. We are driven by the needs of our customers in the decisions we make regarding the services we provide to them and always consider the best approach for customer/stakeholder first.

Diversity

The CPD values diversity and we believe it makes us both stronger and smarter. We respect, encourage, and embrace all aspects of human differences and value what each individual can bring to the team. In support of the SUNY Strategic Plan, we support the belief *“that diversity enriches our lives, awakens our curiosity, widens perspective, and invigorates conversations, thereby ensuring success in collaborations.”*

Innovation

The CPD strives to take both proactive and creative approaches to identifying the best solutions for training and professional development for our customers in support of the changing landscape for higher education and the diverse needs of the various campus sectors. We pursue innovative delivery methods to address constraints of campus customers and we seek to leverage online tools and emerging technologies to increase our overall effectiveness.

CULTURE

It is important to consider the organizational culture that should exist to provide maximum support for achievement of vision, mission, and goals of the CPD Strategic Plan. As an organization, we strive to create a culture for the future that is characterized by cooperative spirit, inspired by the SUNY Strategic Plan, responsive to our members, and supported with sound policies and approaches that engender trust.

Culture within the broader SUNY Community

In all of our interactions with broader SUNY community, we will be:

- Collaborators with and supporters of the campuses and other university-wide programs
- Aligned with the Office of the Provost and the SUNY Strategic Plan
- Supportive of the effective use of technology to enhance the academic enterprise

Internal CPD Culture

Our interactions with each other will:

- Be characterized by collaboration, teamwork, and flexibility
- Be goal-oriented and recognizes and celebrates accomplishments
- Ensure that members are given the opportunity to tap into their skills and reach their full potential